

Scorecard - Animal Services

Information

Name: Animal Services

Description: n/a








Domain: Animal Services

Owners: Munoz, Alex

Details

		As Of		Actual	Target		FYTD Actual	FYTD Target																						
▼ 1.0 Customer																														
▼ Increase voluntary compliance (ASD)																														
▼	DEPARTMENTAL SORTIE - Increase # of Saved Animals	Jul '13			1,507	1,023		15,447	10,230																					
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	Initiative Name	Type	As Of	Status					%	Owners																				
	Neighborhood Strategic Plan		n/a	n/a						Lanza, Juan (ASD)																				
	New Save Rate		n/a			n/a		n/a		n/a																				
	Spay/Neuter surgeries conducted by ASD TOTAL	Jul '14				1,156	100			n/a	100																			
	Shelter Intake	Dec '12				2,289		n/a		7,403	n/a																			
	Volunteer Hours (ASD) (PS4-2)	May '13				447		n/a		n/a	n/a																			
▼	Increase # of dogs licensed in Miami-Dade County	'13 FQ2				56,423	46,000			100,163	92,000																			
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	Neighborhood Strategic Plan		n/a	n/a						Lanza, Juan (ASD)																				
	# pets vaccinated at Rabies Clinic and Microchipped by ASD	'13 FQ3				6,963	6,175			20,315	18,235																			
	Conduct Community Outreach Events (NU2-1)	'12 FQ3				0	0			0	0																			
▼ 2.0 Financial																														
▼	Meet Budget Targets (Animal Services)																													
	Expenditures - Total (Animal Services)	'14 FQ4				\$4,455	\$3,750			n/a	\$11,251																			
	Revenue: Total (Animal Services)	'14 FQ4				\$9,071K	\$3,355K			n/a	\$10,068K																			
	Positions: Full-Time Filled (ASD)	'14 FQ4				132	173			n/a	n/a																			
							(150 - 173)																							
Planned necessary resources to meet current and future operating and capital needs (ASD)																														
▼ 3.0 Internal																														
▼	Number of Investigations Responded to. (ASD)																													
	Number cruelty investigations responded to	Dec '14				247		n/a		n/a	n/a																			
	Number pit bull investigations responded to	Dec '14				122		n/a		n/a	n/a																			
	Number dangerous dog investigations responded to	Dec '14				46		n/a		n/a	n/a																			
	Number of Breeder/Pet Store investigations	Dec '14				25		n/a		n/a	n/a																			
	Number of Investigations Responded to	Dec '14				475	400			n/a	n/a																			
	Number of Overdue Investigations Responded to	Dec '14				0		n/a		n/a	n/a																			
▼	Reduce euthanasia ratio (ASD)																													
	Reduce ratio of euthanasias relative to impoundments	Dec '13				15.8%		n/a		19.5%	n/a																			
						(321.0 / 2,034.0)				(1,397.0 / 7,153.0)																				
▼	DEPARTMENTAL SORTIE - Increase # of Saved Animals	Jul '13				1,507	1,023			15,447	10,230																			
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	Neighborhood Strategic Plan		n/a	n/a						Lanza, Juan (ASD)																				
▼	Consistent interpretation and application of enforcement practices (ASD)																													
	Citations	Nov '14				810		n/a		n/a	n/a																			
	Citation Error Rate	Dec '14				0.64%	2.00%			0.64%	2.00%																			

Scorecard - Animal Services

▼ Respond quickly to service calls to promote safe and livable communities (ASD)						
Dead Animal Pickup - Average Response Time (ServiceStat)	Dec '14		1.20Days (523.00 / 436.00)	1.00Days		1.20Days (1,464.00 / 1,220.00)
Dead Animal Pickup - Total Closed Per Month (ServiceStat)	Dec '14		436	n/a		1,220
Dead Animal Pickup - Total Monthly Count (ServiceStat)	Dec '14		436	n/a		1,220
Stray Animal Pickup - Total Monthly Count (ServiceStat)	Mar '13		611	n/a		6,638
Stray Animal Pickup - Total Closed per Month (ServiceStat)	Dec '14		279	n/a		809
Stray Animal Pickup - Average Response Time (ServiceStat)	Dec '14		1.90Days (530.10 / 279.00)	2.00Days		1.51Days (1,224.10 / 809.00)
Injured Animal - Total Monthly Count (ServiceStat)	Dec '14		338	n/a		n/a
Injured Animal - Total Closed per Month (ServiceStat)	Dec '14		338	n/a		n/a
Animal Bite to Person - Total Closed per Month (ServiceStat)	Dec '14		164	n/a		n/a
Animal Bite to Person - Total per Month (ServiceStat)	Dec '14		181	n/a		475
Police Assist - Monthly Total (Service Stat)	Dec '14		151	n/a		n/a
Injured Animal - Average Response Time (ServiceStat)	Dec '14		0	n/a		n/a
Animal Bite to Person - Average Response time (ServiceStat)	Dec '14		4.1	3.0		n/a
Police Assist - Average Response Time (Service Stat)	Dec '14		0	1		n/a
▼ Green Projects (ASD)						
Fuel Consumption (Gallons)	Nov '14		3,405	n/a		n/a
Electricity Usage (kw)	Nov '14		55,800	n/a		n/a
Paper Recycling (Gallons)	Mar '14		1,600	n/a		n/a
Corrugated cardboard recycling (Lbs)	Mar '14		600	n/a		n/a
▼ ASD Licensing account performance						
Station Accounts (Vets/Pet Dealers) Received	Nov '14		10,663	n/a		n/a
Customer Accounts	Nov '14		1,991	0		n/a
Tags by Mail Processed	Aug '14		705	n/a		n/a
Tags by Mail Request	Jun '14		851	n/a		n/a
Tag Consignment	Nov '14		14,300	n/a		n/a
Station Accounts (Vets/Pet Dealers): Processed	Aug '14		12,845	n/a		n/a
4.0 Learning and Growth						

